

**Senate Standing Committee on Environment and Communications**  
**Answers to Senate Estimates Questions on Notice**  
**Additional Estimates February 2017**  
**Communications Portfolio**  
**NBN Co Limited**

**Question No: 141**

**NBN Co Limited**

**Hansard Ref: Page 130, 28/02/2017**

**Topic: Sky Muster service**

**Senator Duniam, Jonathon asked:**

**Senator DUNIAM:** With respect to the failure that occurred towards the end of the last calendar year, how many users were on the Sky Muster service at that point in time?

**Mr Morrow:** At the time I think we were roughly about 30,000 in December—is that right?

**Mr Simon:** Yes, somewhere around that number. When we launched the service we did not see any issues and it was working quite okay up until about 15,000 to 16,000 end-users. Once we started seeing some load, under load we started seeing some of these network incidents occur, and that basically occurred in September and October. By December we had about 30,000.

**Mr Morrow:** Actually, we were doing about 1,000 to 2,000 a week, so it was maybe even a little more than that. Call it close to 40,000, roughly. We can go back and check if you like.

**Senator DUNIAM:** Sure, that would be great if you could do that on notice. And currently we have?

**Mr Morrow:** 65,000.

**Answer:**

There were 52,500 active Sky Muster services on average in December 2016.